

**Government of India (Bharat Sarkar)
Ministry of Railways (Rail Mantralaya)
(Railway Board)**

No.97/TG-V/17/P.

New Delhi, dated. 23 7.1999

**The General Managers,
All Zonal Railways.**

Policy Circular No. 19

Sub: Supply of Bed rolls – Consolidated Instructions.

Instructions have been issued to the Zonal Railways from time to time with regard to supply of bed rolls to all Air- conditioned class passengers . Since bed roll charges are included in the fare of IAC, IIAC and IIIAC classes of all trains , 100% supply of bed rolls to all passengers travelling in these classes be ensured. A uniform policy is to be followed by all Zonal Railways and there should be no hitch in regard to supply of adequate quantity of bed rolls as well as maintenance of proper standard of cleanliness . Revised policy guidelines are enclosed herewith .

2. This issues with the concurrence of the Finance Directorate of Railway Board.
3. Please acknowledge receipt and ensure compliance.

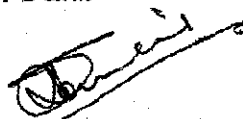


(Dr.P.K.Goel)
Executive Director (PM)
Railway Board

No.97/TG-V/17/P

New Delhi, dated . 7.1999

1. FA&CAOs , All Zonal Railways
2. The Director of Audit, Northern Railway, New Delhi.



For Financial Commissioner, Railways

Copy to: EDRS(G) and EDFC, Railway Board

POLICY FOR SUPPLY OF LINEN IN AC COACHES

1. OBJECTIVES:

Indian Railways should provide clean, hygienic, well ironed and good quality linen to all passengers travelling in AC classes by using latest state-of-the-art technology so as to enhance customer satisfaction.

2. STRATEGY FOR SUPPLY OF LINEN:

Broad strategy for supply of good quality linen should be:-

- (i) Procurement of good quality linen
- (ii) Modern and exclusive mechanised washing facility by involving expertise from private sector.
- (iii) Eco-friendly packaging of sets of bed rolls for passengers.
- (iv) Development of proper storage facility at stations and on trains;
and
- (v) Improved logistics for storing, transportation and loading and unloading, etc.

3. ACTION PLAN:

In order to implement the above strategy and achieve the objectives, details regarding the following are laid down:-

.....2/-

- (i) Norms and specifications
- (ii) Storage
- (iii) Logistics
- (iv) Miscellaneous Instructions.

3.1, Norms and Specifications:

- (i) As per fare structure of bedroll, two categories of bed roll kits should be developed - one for 1st AC and another for 2nd AC and 3rd AC. Details of these are given in Annexure-I.
- (ii) Broad technical parameter for quality of linen both mill-made and Polyvastra, their sizes and system of packaging, etc. are given in Annexures-II. However, purchase may be made as per standard specification to the extent possible.
- (iii) Specifications for packaging are given in Annexure-III.
- (iv) Bed sheets of superior variety of handloom named 'Polyvastra' are to be introduced for bed rolls to be supplied in 2nd AC of all Rajdhani Express trains and 1st AC of all trains.

.....3/-

3.2. Storage:

- (i) Proper storage area for storing of the linen as per the class i.e. 1st AC, 2nd AC and 3rd AC at stations and on train should be developed. This storage space should have properly designed racks which should be numbered and have an easy access for trolleys to operate.
- (ii) This storage should preferably be near washing line so that all bedrolls can be loaded on the washing line itself.
- (iii) On train, proper arrangement should be made in the coach itself for storing the linen, the dimensions for which have already been circulated vide Board's letter No. *92/M(C)/92/6* dated 7.7.95 (copy enclosed as Annexure IV)
- (iv) The distribution of linen should be done by the railway staff i.e., by Coach Attendant in the coaches so that this activity is properly monitored.

3.3 Logistics:

- (i) The activity of cleaning and washing as well as logistics for

4/-----

supply can be done by the private contract by developing proper infrastructure facility for which necessary support should be provided by the railways.

- (ii) The Zonal Railways should invite tenders at suitable sites for development of infrastructural facility for storage and washing of linen. For this, two packet system should be followed to ensure good quality.
- (iii) The transportation/loading of linen from depot to washing line or the platform should be done in proper canvas bags or trolleys which needs to be ensured while entering into contract. The financial standing of the party and infrastructure available with them should be kept in mind while finalising packet 'A' of the tender.
- (iv) Two types of depots should be set up for supply of Bedrolls - one to serve as main base depot and another as transit depot. Railway may decide the locations as per need and

5/---

logistics arrangements. One CMI should be made incharge for bedrolls for each depot. Sr.DCM/DCM will ensure proper working of these services and Depots. This Commercial Inspector should be earmarked from existing staff strength.

3.4. Miscellaneous Instructions:

- (i) The linen should be washed regularly and condemned on condition basis. There should be no occasion to give torn or tattered linen to passengers.
- (ii) All linen should have preferably woven logo (provided by the supplier of linen) of the railway to which the linen belongs alongwith the date of procurement of the linen.
- (iii) Washing of linen should be done after every single use. Blankets should be dry-cleaned atleast once in two months and no used and unwashed linen, under any circumstances, should be supplied to passengers.

(iv) On-board staff should give feedback about the quality of linen in the lobby offices and complaints of passengers should be monitored to ensure customer satisfaction. Feedback from travelling passengers should be taken from time to time by developing suitable feedback forms to improve the services.

These instructions are in supersession of all the earlier instructions on this subject.

BED ROLL KIT

1st AC

- i) Superior soft woollen blanket from reputed manufacturer. (one)
- ii) High density polyurethane foam pillow of 36 x 50 cm. size.(one)
- iii) Polyvastra Bedsheets size 140 x 229cm(white). Two per passenger.
- iv) Bath towel of terry-towel quality from reputed manufacturer with size 60x120 cm(white). One.
- v) Face towel of terry-towel quality from reputed manufacturer with size 40x60cm(white).
- vi) Pillow Cover 69x46cm

2nd and 3rd AC

- i) Blanket of reputed manufacturer. (one)
- ii) Washable foam pillow of 30x45cms size.(one)
- iii) Bed-sheets from reputed manufacturer size 140x229cm(white). Two per passenger. Polyvastra bed-sheets for AC 2 Tier of Rajdhani Trains.
- iv) Face towel from reputed manufacturer size 40x60cm(white).
- v) Pillow Cover 50x36cm.

NORMS AND SPECIFICATIONS

(A) Dimensions of various Bedroll Items

1. **Bed Sheet**

- (a) Length = 229 cm.
- (b) Width = 140 cm.

2. **Pillow Cover**

Dimensions for large size (1st AC).

- (a) Length = 69 cm.
- (b) Width = 46 cm.

Dimensions for small size (2nd AC and 3rd AC)

- (a) Length = 50 cm.
- (b) Width = 36 cm.

3. **Hand Towel**

- (a) Length = 60 cm.
- (b) Width = 40 cm.

4. **Bath Towel**

- (a) Length = 120 cm.
- (b) Width = 60 cm.

5. **Blanket**

- (a) Length = 229 cm.
- (b) Width = 140 cm.

6. **Pillow**

- (a) Length = 45 cm.
- (b) Width = 30 cm.
- (c) Thickness = 10 cm.

(B) Technical Specifications for Bedroll Items

1. BED SHEET

(a) Mill-made : Bed sheet mill made superior quality assorted with I/R monogram in all four corners with indelible ink(preferably woven).

1.0	Construction details		
1.1	Fibre content	=	100% cotton
1.2	Count of yarn	=	
	(i) Wrap	=	30s
	(ii)Weft	=	30s
1.3	Weave	=	Plain
1.4	Ends/cm	=	29(Min.)
1.5	Picks/cm	=	29(Min.)
1.6	Mass g/m ²	=	135 (Min.)
1.7	Breaking load	=	5.0 x 20 cum
	STRIP		
	(i) Wrap Way	=	40 kg.(Min.)
	(ii)Weft Way	=	40 kg.(Min.)

(b) Polyvastra :

- i) Variety 15-1/2 152 CM TST Poly Coating (152 CM Kora) (Bleached 140 CM)
- ii) Count of yarn 2-56s.....Warp 2/56 weft
- iii) Blending Ratio Polyvastra 67% Cotton 33%
- iv) Texture in Dents - 1860
- v) Ends per inch Gray(Warp) : 60(Reed)
- vi) Ends per inch (Weft)

Gray	-	50
Bleached-		50
- vii) Weight per meter - Gray 270 Gram
Bleached 240 Gram

2. **PILLOW COVERS**

(a) **Mill-made** : Pillow cover mill-made superior quality with I/R monogram in all four corners (preferably woven).

1.0	Construction details :	
1.1	Fibre content	100%
1.2	Count of yarn	
	(i) Wrap	= 30s
	(ii) Weft	= 30s
1.3	Weave	= Plain
1.4	Ends/Cms	= 29(Min.)
1.5	Picks/Cms	= 29(Min.)
1.6	Mass g/ms	= 135(Min.)
1.7	Breaking load	= 5.0 x 20 cm STRIP

(b) **Polyvastra** :

- i) Variety 15-1/2 152 CM TST Poly Coating
CM Kora) (Bleached 140 CM)
- ii) Count of yarn 2-56s.....Warp 2/56 weft
- iii) Blending Ratio Polyvastra 67% Cotton 33%
- iv) Texture in Dents - 1860
- v) Ends per inch Gray(Warp) : 60(Reed)
Bleached : 68
- vi) Ends per inch (Weft)
Gray - 50
Bleached- 50
- vii) Weight per meter - Gray 270 Gram
Bleached 240 Gram

3. HAND TOWEL/BATH TOWEL

Hand towel, turkish cotton, mill-made superior quality white with I/R monogram in all four corners with indelible ink.

1.0	Construction details		
1.1	Fibre content	=	100%
1.2	Count of yarn		
	(a) Wrap	=	20s/2
	(b) Pile	=	14s
	(c) Weft	=	14s
1.3	Ends/cm	=	220(Min.)
1.4	Peaks/cm	=	180(Min.)
1.5	Mass g/m ²	=	350(Min.)
1.6	Breaking load		
	(a) Wrap Way	=	35 Kg.(Min.)
	(b) Weft Way	=	40 kg.(Min.)

4. BLANKET

Soft woollen blanket of superior quality with four side satin piping.

1.0	Construction details		
1.1	Fibre content	=	65% wool
1.2	Weight g/m ²	=	510
1.3	Thickness	=	3.8 mm(Min.)
1.4	Breaking load	=	15cm x 20 cm(STRIP)
	(a) Wrap	=	100 kgs.
	(b) Weft	=	70 kgs.
1.5	Ends/cm	=	55(Min.)
1.6	Picks/cm	=	45(Min.)

5. PILLOW

1.0	Construction details		
1.1	Material for pillow	=	Polyurathene
1.2	Fibre content	=	100% white virgin hollow fibre
1.3	Weight	=	290 gm
1.4	Pillow should be surrounded by virgin hollow fibre sheet of 20mm thickness(Min)		
1.5	The covering cloth should contain 50%(Min.) polyester yarn & balance cotton		
1.6	Pillow should be resistant to normal wash.		

PACKAGING

- Each kit shall be packed in an 'eco-friendly carry bag' of size 30x42.5 cm., to be supplied by the contractor.
- Complimentary 'eco-friendly carry bag' will be given to the passenger. The bag would have the logo of Zonal Railway concerned printed on one side.
- The linen kits, pillows and blankets will be stored and transported in specially designed canvas bags.
- The standard size of the canvas bag would be 60cm length, 42.5 cm width and 50 cm height. the capacity of each bag would be 23 linen kits/16 pillows/16 blankets.
- for proper stacking of the canvas bag in 2nd AC/3rdAC, the storage cabin should have 4 shelves of 122.5 cm length x 90 cm width x 55 cm height with sliding doors along with locking facility.